

Hurricane Fran and other recent storms. They wanted assurance that they would receive the same level of service when the industry is restructured. They were not convinced that out-of-state providers would address their problems in a timely manner.

North Carolina citizens at the remaining hearings most frequently mentioned assurance of equity and fairness among all customer classes. Many speakers were residential and small business customers who were afraid large users would benefit more from restructuring. They were concerned that they would not have the bargaining power that large users would have to negotiate low rates.

3. THE LEGISLATIVE STUDY COMMISSION'S PROCESS

Across the state, people wanted the Commission to study all of the issues, gather information, and take its time in determining a course of action.

Most people urged the Commission to gather all of the facts and study the issues carefully. Many speakers asked the Commission to study the experiences of other states that have restructured their electric utility industries and to learn from their mistakes. However,

other people urged the Commission to act swiftly so that South Carolina and Virginia would not implement a plan before North Carolina decides on a plan.

Some citizens favored some type of restructuring of the industry but not necessarily complete restructuring. Several citizens wanted the opportunity to comment on a set of recommendations developed by the Commission before it presents them to the General Assembly. A couple of people wanted to vote on a plan.